



Chestnut Tree House Quality Account 2013 – 2014

High quality care for all

Feedback

“Enjoys having a bath as not possible at home”

“All meals are delicious”

“I love everything about Chestnut Tree House”

“It is a place of calm when life can get very hard at home”

“I would like a lower age group for siblings groups”

**Chestnut Tree House
Dover Lane
Arundel
BN18 9PX
Registered charity no 256789**

Chief Executive's Statement

"On behalf of myself and the Board of Trustees, I am delighted to introduce the Quality Account for the year April 2013 – March 2014. We hope that you will find it interesting and encouraging to read how we have been striving to provide high quality and cost effective care and learn about the quality improvement work that we have recently completed.

Chestnut Tree House has a well-established and effective clinical governance function, incorporating a quality and audit programme, which acts as the driver for continuous improvement in the quality of care. The views, experiences and outcomes for the children, young people and their families are paramount to quality improvement and are of great importance to us. Questionnaires, surveys and feedback cards are just some of the ways we listen. From this we are able to learn, develop and improve the services we provide.

I would like to thank all of our staff and volunteers for their hard work and achievements over the past year. The services provided by Chestnut Tree House continued to provide high quality services to an ever-increasing number of families. Thanks to the generous support from our local community we continue to be financially sound as an organisation but recognise there is no room for complacency and work hard to ensure that we use our resources wisely and efficiently.

I am responsible for overseeing the preparation of this report and its contents. To the best of my knowledge, the information reported in this Quality Account is accurate and a fair representation of the quality of healthcare services provided by Chestnut Tree House.

Thank you for your interest in the work of Chestnut Tree House"

Hugh Lowson
Chief Executive

June 2014

Section One – Improvements; present and future

The Board looked at how the hospice could extend its services to better meet the growing needs of the local population. Following consultation with service users, staff, commissioners and NHS service providers, Chestnut Tree House confirmed the top three quality improvement priorities for 2013 to 2014 to be:

Future planning Priority 1: Set up an East Sussex base

How was this priority identified?

- ◆ Survey of East Sussex shows a large unmet need.
- ◆ Referral rate analysis showed an increase in need of referrals from East Sussex.
- ◆ Feedback from families shows that they need more support both for the children and themselves in their homes by Chestnut Tree House therapeutic team.
- ◆ Staff feedback that a base would cut down on both travelling time and expense.

How was this priority achieved?

- ◆ Opportunities continue to be explored.
- ◆ A marketing plan has been developed.
- ◆ A suitable base for the care and fundraising teams to work from has been secured in Eastbourne.

How was progress monitored?

- ◆ We have appointed a nurse who focuses on this area only
- ◆ We have established an office base in the area
- ◆ We are commencing a marketing plan including clinical marketing that involves engaging with all of the multidisciplinary team who may be involved with life-shortened children
- ◆ A newspaper column has been commenced in East Sussex and numerous fundraising events have been planned, which helps increase awareness
- ◆ One of the 2 local paediatric hospital departments has closed, so now all services are based in Hastings and focus on this group has been included
- ◆ Information has been updated including the website

Increase in referrals to the case load at Chestnut Tree House has not been noted yet.

Increase in Fundraising opportunities is a target for 2014/15.

Increase in income from the area is a target for 2014/15.

Increase in partnership working has been commenced.

5 staff have been employed but this has taken time, thus delaying the project.

Future planning Priority 2: Improve volunteer service

How was this priority identified?

Volunteers were not receiving adequate training and reviews.

How was this project achieved?

A new induction and regular training scheme was set up to include all volunteers, however a

review system to be piloted at Chestnut Tree House was delayed until next year.

How will progress be monitored?

- ◆ Completion of induction by all volunteers is recorded.
- ◆ Completion of training by all volunteers at Chestnut Tree House.
- ◆ Feedback from volunteers and managers.
- ◆ New roles working with the activity leaders have been developed the roles include preparing and putting away activities and maintaining the toys and equipment the children use.
- ◆ The volunteers have been assisting at the Activity Days for siblings
- ◆ The volunteer Buddies who are a younger group of volunteers are now not only working in youth group but also in the children's own homes with the Chestnut Tree House staff.
- ◆ A training course has been developed to provide mandatory training for the volunteers

Future planning Priority 3: Development of under 5's service

How was this priority identified?

Increased number of under 5s using service, possibly due to the increase of referrals as part of the Neonatal service.

How was this project achieved?

- ◆ A questionnaire was completed by parents to explore what they would like from this service.
- ◆ The service was commenced.

How was progress monitored?

- ◆ Evaluated after 6 months with feedback from the parents and staff.
- ◆ The service was increased in frequency following feedback from the parents.
- ◆ We established an Under 5's group twice a month with approximately 6 children attending each session. The mothers assist in creating the activities for the sessions
- ◆ Some of the sessions are based on support with the mother discussing the issues that have been raised and how they overcome them sharing the highs and lows of the world of disability that they have found themselves in
- ◆ Some sessions have been based on activities and these have included feeding, interactive books, swimming, baby massage and music.
- ◆ The reported impact from the mothers has been very positive and has included a lot of work on symptom advice and clinical aspects of care, as well as the chance to meet new people in a similar situation.

Priorities for improvement in 2014/15

Chestnut Tree House is fully compliant with the Essential Standards of Quality and Safety as determined by the Health and Social Care Act 2008, and Care Quality Commission (Registration) Regulations 2009. As such, the Board did not have any areas of shortfall to include in the priorities for improvement for 2014/15.

Our aims for next year 14/15

- To increase the capacity for children to stay at Chestnut Tree House for end of life care, emergency admission funded and non-funded short breaks
- To complete the Woodland Walk and Tree House area and facilitate its use by the children and families
- To increase the referrals numbers from East Sussex.

Section Two – Statutory information

Review of services

During 2013 / 2014 Chestnut Tree House provided the following services:

- Assessment, advice and information for children and young adults with life-limiting conditions, 24 hours per day.
- Specialist short breaks, emergency and end of life care provided at Chestnut Tree house, 24 hours per day.
- Specialist short breaks, emergency and end of life care in the child's own home, 24 hours per day.
- Support for the entire family following diagnosis through the whole disease process by the multi-disciplinary team at Chestnut Tree House.
- Bereavement support which includes befriending, counselling and spiritual care.
- Support and advice on the transition from paediatric palliative care services to adult services.
- Care of families after the unexpected death of a child or young person, including the use of our 'Stars' bereavement suite.

Funding

Chestnut Tree House received a 7% statutory grant from DOH

Child-specific additional funding was received from NHS Sussex and WSCC

An NHS England capital grant was also received for the following projects:

- The Woodland Walk
- Vehicles
- Updating parents area
- Updating Hydro pool.

The majority of the funding required to run the hospice is received from Chestnut Tree House income generation including retail, lottery, trusts, events, corporate and other community activities.

Quality improvement and innovation goals agreed with our commissioners

Chestnut Tree House income in 2013/14 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation payment framework.

Section Three – Quality overview

This section provides:

- Data and information about how many patients use our services
- How we monitor the quality of care we provide
- What patients and their families say about us
- What our regulators say about us

In-House

We had 400 families using our services; this comprised of almost 300 children on our case load at the end of the year, and over 100 families using our bereavement service.

We provided 2300 nights of overnight care during this period. Some families used this time as short break, but sometimes the whole family would come to use the facilities at the house. We had 46 new referrals accepted and 21 deaths recorded over the year.

Day Care

Of the 300 children on our case load, some chose to have their short break care at Chestnut Tree House and there were 1100 episodes of day care in total.

Community Palliative Care Team

The Community Team provided almost 1700 community visits over the year; some to support the children and some to support the family, including short breaks and to provide end of life care in the child's own home. We have seen a dramatic increase in this part of our services over the last year.

Complaints

Indicator	2013 - 2014	2012 – 2013	2011 – 2012	2010 – 2011
Complaints				
Total number of clinical complaints		3	4	4

Clinical audits 2013 – 14

The nursing staff completing these audits embraced the idea of evaluating standards of care and the processes in place. They discussed the results as a team, made recommendations and initiated change where needed with a number of action plans formulated. Some clinical audits use the Help the Hospices tools and some are developed for specific issues.

What our patients say about the organisation

The views and experiences of patients and their families are important to the hospice and enable us to look at how we can learn, develop and improve the services we provide. The hospice undertakes a series of questionnaires, surveys and carers groups on a regular basis.

Individual comments:

**Is there anything else we can do to provide personal care for you?
In your own words please tell us how we can show respect for who you are and what you can do?**

“You are always very welcoming and make me feel happy and you looked after me very well. Love it!”

Do we give you enough choice of activities to enjoy? Please tell us what other activities you like to do

“I like to build models like aeroplanes and meccano”

Tell us about your experiences of any of the above activities

“Really enjoy going to the Sensory room”

What is your favourite meal? Please tell us about your own mealtime experience

“Spaghetti carbonara. I like to feed myself with cutlery & plate. My food needs to be cut up small”

Can you tell us how we could improve your personal environment? Think about these sort of things: Space, accommodation, beds, tables, seating, mats, hoists, adapted baths / showers, warmth, lighting, noise etc

“I cannot think of any improvements but really like the new height adjustable dining tables and the special mattress on my bed”

Is there somewhere that you would like to visit during your stay?

“Anywhere with animals” “Seaside”

What Youth Group activities do you like the most?

“Halloween party was fun”

Is there anything else your Key Worker could help you with at home?

“My key worker is brilliant and I love her visits and happy with everything...”

As a brother or sister to a child / young person at Chestnut Tree House, are there any other activities that you would like to do?

“Family days out”

Please tell us here about any other special experience you would like to share with us about your stay.

“It’s always fantastic. Couldn’t live without your help”

Feedback from the unannounced provider visit

The Board of Trustees undertake two unannounced visits to the hospice annually. Two members of the Board review the environment and activities over the previous 6 months and talk to staff, patients and carers. Patients and carers are asked about their views and experiences, the following are extracts from the report:

‘Upstairs & stairwell carpeting replaced to current health and safety specifications. Updates to furnishings of family rooms. Swimming pool walls coverings have been changed for new regulations. Four new vehicles fitted with wheelchair access and safety fittings. Woodland walk plans now approved by planning authority. A large strip of land along the North border has been donated by Lady Sarah. A tree survey has revealed an oak in the garden may be felled for disease

Recent audits include a continuation of the Pre-assessment survey. Infection control audit including waste/sharps disposal. An environmental audit conducted by the Health and Safety officer. The hospice remains in excellent condition and is clearly well maintained. The relaxed atmosphere of the House made it very easy to talk to the staff both formally and informally. We spoke with members of the in house and community care teams, management, catering and maintenance as well as a couple of volunteers. We were also able to sit in on the Monday morning management meeting.

As on previous visits we found enthusiasm and dedication across the board. The atmosphere is happy and relaxed, but it is clear that everyone has a professional and caring approach to their work. There are times when the workload increases considerably, especially around school holidays, and everyone seems to step up to deal with these busy times.

Morale was very high’

What our regulators say about Chestnut Tree House

Following an inspection on 12th September 2013, Chestnut Tree House was assessed as fully compliant with CQC essential standards of quality and safety. These are outlined below:

Standard	Compliance
Respecting and involving people who use the services	✓
Care and welfare of people who use the services	✓
Safeguarding people who use the services from abuse	✓
Supporting workers	✓
Assessing and monitoring the quality of service provision	✓

As part of this inspection, the CQC checked *Chestnut Tree House* records, observed how people were being cared for, looked at records of people who use services, talked to staff and to people who use services. They were supported on their review by an expert-by-experience who has personal experience of using or caring for someone who uses this type of service.

The summary of CQC findings is detailed below:

'Parents of people using the service told us they felt they and their relatives were treated with dignity and respect by staff. We saw evidence of consultation and involvement with people's parents in care planning and all aspects of people's care.

We read care records and found detailed and comprehensive assessments and care plans. We found that people were referred to other services if needed.

We found that people were protected by the service from harm and abuse and that there were adequate procedures in place. The parents whom we spoke to knew how to complain and this was confirmed by the recent carers' survey. Staff knew how to protect people from abuse and had received suitable training.

We inspected staff records, training records, a staff survey and spoke to staff. We found that staff were trained and supported in doing their work.

We looked at governance systems, audits, questionnaires and an external quality inspection. These showed us that the service had appropriate quality assurance systems in place.'

What our staff say about the organisation 2012/13

A staff survey across the whole organisation took place, below is the results from staff at Chestnut Tree House:

- 100% liked their job
- 87% felt they had enough time to do a good job
- 96% said their work was interesting and challenging
- 96% felt their team works well together
- 95% were happy with their work – life balance
- 81% felt they had opportunity to learn and develop
- 86% were optimistic about the future of Chestnut Tree House
- 93% felt Chestnut Tree House had a clear vision for the future
- 100% were proud to tell people they worked at Chestnut Tree House.

This survey was not repeated this year.

Staff turnover

	2013	2012	2011	2010	2009	2008
Staff leaving (other than retirement)	11	29	17	18	16	21
New staff	14	29	27	26	24	21

The Board of Trustees commitment to quality

'The Board of Trustees is fully committed to the quality agenda. The hospice has a well-established governance structure, with members of the Board having an active role in ensuring that the hospice provides a high quality service in accordance with its terms of reference. As above, members of the Board undertake an unannounced visit twice a year – gaining first-hand knowledge of what the patients and staff think about the quality of the service. The Board is confident that the treatment and care provided by the hospice is of high quality and is cost effective.'